



**ADDENDUM  
REQUEST FOR PROPOSAL  
CITY OF AUSTIN, TEXAS**

**RFP: PAX0131**

**Addendum No: 4**

**Date of Addendum: 04/18/2016**

This addendum is incorporating the following change, questions, and answers to the above-referenced RFP.

1. **Under Tab 17 of the Proposal response, the Proposer should submit their service agreement with their proposal.**
2. Q) What is the model, version and location of the Avaya PBX and ACD?  
A) Communication Manager 6.3 with CMS 17. CMS 17 has a Secondary HA server available. Primary Services at CTECC premise.
3. Q) What is the model, version and location of any other telephony that requires either recording or data for WFM (including radio)?  
A) 1. 911 – Solacom, 14.1, CTECC and Backup Center (BUC)(separate location). 2. Administrative lines (select lines that are separate from Non-Emergency) – Avaya,,CTECC
4. Q) Is screen recording required?  
A) Yes. This is referring to Quality Monitoring tool that does agent recording. Screen recording refers to video screen of agent PC.
5. Q) How many locations are included in the scope of this project?  
A) 2 plus any redundancy locations
6. Q) Will administrator/scheduler training be required in more than one location?  
A) No

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

BY THE SIGNATURES affixed below, this Addendum is hereby incorporated into and made a part of the above-referenced Request for Proposal.

APPROVED BY:

A handwritten signature in black ink, appearing to read "Sai Xoomsai".

Sai Xoomsai, Senior Buyer Specialist  
Purchasing Office

04/18/2016

Date

ACKNOWLEDGED BY:

\_\_\_\_\_  
Vendor Name

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

**RETURN A COPY OF THIS ADDENDUM to the City of Austin Purchasing Office with your proposal. Failure to do so may constitute grounds for rejection of your offer.**